

PID - 124/63  
3 October 1963

MEMORANDUM FOR: Executive Director/NPIC  
FROM: Chief, CIA/PID (NPIC)  
SUBJECT: Comments on Memo to Director/NPIC from AD/SI Concerning  
NPIC - OSI Relationship

1. A brief comment on Dr. Chamberlain's paper could consist of the following and cover the situation quite adequately:

In discussing comments contained in the paper with PID personnel and CGS personnel the general consensus of opinion is that the relationship has improved a great deal in the last few months - that some old holdover complaints from the past are gasping their last gasps and are no longer justified.

2. One aspect of the situation is that you can't satisfy all of the customers all of the time - and some may never be satisfied, or admit that they are. We hope the percentage of satisfaction is on the rise.

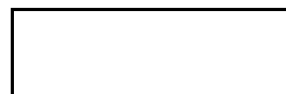
3. The OSI requestor can play an important part in aiding in the improvement of the NPIC - OSI relationship by attempting to gain some understanding of NPIC operations and not complain unjustly due largely to his own impatience or lack of understanding. Such complaints are very much in the minority and persistently come from the same few individuals.

4. The role played by CGS can be a major factor in bringing about a better relationship simply by helping to educate headquarter's customers of NPIC and PID in everything from submission of requirements, anticipating needs in order to allow adequate worktime, prioritizing requirements - in general effecting better organization of NPIC - PID directed requests for support. CGS has aided immeasurably to date and there is every indication that the situation will continue to improve.

5. A more detailed commentary from Ch/ABCB is attached.



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